



The Pharmacy
Guild of Australia
VIC Branch

The Value of Membership

The Pharmacy Guild of Australia, Victoria



Your future starts here

Welcome to your Guild

The Pharmacy Guild of Australia is the industry expert focused solely on the needs of community pharmacy owners. Through the collective power of membership, you will receive unparalleled support and services.

The Guild's key objective is to promote community pharmacies as one of the most accessible primary providers of healthcare to the community.

There is no other organisation that is completely dedicated to represent community pharmacy. Ours is the only voice you have at all levels of government advocating for your sector because:

- we represent the majority of community pharmacies in Australia
- we are able to shape public opinion
- we are well organised, knowledgeable and politically active
- we are highly respected for our professionalism and integrity
- we have substantial resources to support membership
- we have demonstrated and proven capacity to respond to urgent emerging challenges in the industry.



A major achievement has been the Sixth Community Pharmacy Agreement and we appreciate the constructive work we have done together with the Guild on this. The Agreement provides a platform for the sector to further strengthen its effective and efficient delivery of health services to consumers.

Malcolm Turnbull, Prime Minister

We need every eligible community pharmacy in Victoria to become a member to ensure that we remain your powerful voice to politicians and important stakeholders.

Our strength is in our numbers to get the best possible deal for community pharmacies.

Did you know

The Pharmacy Guild of Australia is the only industry body completely dedicated to representing the interests of community pharmacy to government on your behalf.

We cannot do this without your support

Join now so we can work together for the best possible outcomes for your pharmacy.

Cover image (centre): Cheryl Lim, Victoria Market Pharmacy
Pictured far right: Bianca Inkster and Carlie Streeter, Horsham Pharmacy

The Guild's achievements

The Guild knows and understands what you need to successfully run your business day to day and exists to represent you.

As an influential industry body, it has succeeded through:

- building a sustainable, profitable future for community pharmacy
- its track record of securing ongoing, positive funding for the sector (increased funding through the 6CPA)
- advocating for the best deal for community pharmacies
- providing tailor-made solutions to help you run, manage, up skill and build your business day to day.

Victorian branch achievements:

- Parliamentary Inquiry into Community Pharmacy in Victoria
- \$30 million to implement a real-time prescription monitoring system
- Medication reconciliation pilot in community pharmacy
- Pharmacist Chronic Disease Management Pilot Program

- Immunisation and vaccination legislation allowing access to the National Immunisation Program
 - Improved training offering for your pharmacy staff with addition of new programs
- ... and this is only the beginning.

In becoming a member, you will contribute significantly to the Guild's continued success.



I went to one of the political functions recently and it was amazing watching the Guild representatives at work. They know how to work the political process and have the numbers and facts at hand to make politicians listen.

Bianca Inkster, Horsham Pharmacy

Supporting our members' business

Membership provides access to a variety of resources and industry experts to support members in the many aspects of running their pharmacy. The Guild has specialists on hand to assist with a broad scope of topics including complex industrial relations issues and professional services, through to updating you on industry changes. The services are tailored to help members run their business efficiently.

Guild members can access expert advice to help navigate through complex employment issues and legislation. Our workplace relations professional can represent and advocate on behalf of members at the Fair Work Commission and the Equal Opportunity and Human Rights Commission.

Guild members can access dedicated telephone support and advice for up-to-date information on industrial awards, wage rates, industrial relations issues and workplace legislation.

Knowing your IR obligations can save your business money and you stress, so seek guidance before it becomes an issue. If you don't comply with IR and the legal obligations of running your business, you could put your business at risk. We're here to help you.

Assisting members with expert advice on workplace relations, IR obligations and professional services.

The following resources are available to help members online, over the phone or face-to-face:

- Industrial relations – access up-to-date information regarding workplace relations practice and reforms, as well as Guild representation where required. In addition, we can educate and advise members of employment obligations and responsibilities
- Community pharmacy is a highly regulated industry. Products (prescription and non-prescription drugs) and services (such as DAA, vaccinations, opioid replacement therapy) provided in pharmacy are subject to a range of state or Commonwealth legislation and other guidelines. The Guild team has the necessary knowledge and expertise to provide support and guidance to members around legislative requirements and guidelines
- Member-only portal – online destination to store all the important information you need to remain connected with resources available from the Guild and your customers
- Exclusive member briefings in regional and metropolitan areas
- Business development support and workshop opportunities
- Assistance to get engaged with the political environment
- Guild alerts and updates on important pharmacy issues
- Bi-monthly *Guild News* (hardcopy) and fortnightly eNews – breaking news regarding important sector issues
- Advocacy and representation at the Fair Work Commission and the Victorian Human Rights and Equal Opportunity Commission
- Training opportunities including continuing professional development (CPD), business management and latest products
- Guidance for industry changes in regulatory and professional services such as NDSS, Medicare and WorkCover
- Guild mobile app that gives you quick access to all of Guild communications and resources, ensuring you are well informed and up to date with the latest industry information



The Guild is a reliable source of advice on professional services. I'm currently looking at expanding the range of professional services that I provide in my pharmacy. I recently contacted the Guild to seek advice and they provided useful and relevant information. The Guild has always helped me find the right answers to my questions because they have extensive knowledge and expertise in community pharmacy.

Alan Ku, Mailing Road Pharmacy

Support from the Guild has been invaluable in terms of advice. They are great advocates for our profession and pharmacy would be such a different space without their efforts.

As members we have a range of resources that we can benefit from. The regular updates we receive from the Guild are fantastic. For example having the recent price disclosure details update sent by the Guild the moment the information was released meant I could efficiently manage the stock levels at the pharmacy. The information is provided in a timely and sensible manner which has helped me a lot as a new pharmacy owner trying to keep up with the changing landscape of pharmacy.

Caylen Duncan, Pharmacy on Church



Thank you for your efforts and guidance relating to an employee concern and the best way to manage the situation. You helped to bring it to a closure. The Guild's knowledge and experience certainly made things run smoothly, and the rest of my team and I could get back to business as usual.

John Steiner, Barts the Chemist



Networking

Be a part of Australia's network of primary healthcare professionals, engaging with fellow members, stakeholders and industry experts at numerous events organised through the year.

Members can:

- share best practice with other pharmacists
- tap into your peers' knowledge and experience
- keep abreast of contemporary issues affecting the sector
- establish networks and areas of special interest with like-minded community pharmacists

- engage with the Guild to learn of latest sector news and become more familiar with the many dedicated experts who can provide you with support and guidance.

The bi-monthly *Guild News* (hardcopy) and member briefings also act as networking platforms for members to discuss matters ranging from industrial relations to technical solutions and new services, and how they have managed these changes and the outcomes.



The member events are fundamental for discussing with my peers the issues shaping and affecting the sector. Queries and comments are answered offering practical solutions.

Lachlan Williams, McNamara Avenue Pharmacy Airport West

Training and professional development

As a member service organisation, we pride ourselves on offering the best possible outcome and customer service experience. The Guild Training team has extensive experience in community pharmacy and we understand and appreciate the demands of the pharmacy environment.

The programs are designed to equip your staff with the necessary skills and knowledge, ranging from managerial to developmental, technical to operational. They address:

- community pharmacy qualifications – Certificate Courses
- pharmacy education and short course solutions
- dispensary assistant courses
- skill sets and specialised courses
- face-to-face solutions
- QCPP approved refresher
- product knowledge
- customer service
- support the supply of pharmacy and pharmacist only medicines (SIRCHCS201)
- myCPD platform.

The Guild is the sole organisation representing and developing the sector and on that basis provides a valuable resource to me as a community pharmacy owner to ensure I am informed of the direction of my own business.

Christian Rusak, Kerrie Road Pharmacy, Glen Waverley



The Guild provides the basis for a professional community model, not just for pharmacy owners but also for pharmacy assistants and employed practising pharmacists looking for a career pathway.

Professional pharmacy is great! It is even better when there is somewhere to practise it – and the Guild is there to fight for this.

Geoff Nielson, Neilsons Pharmacy, Yarram

When we initially contacted Guild Training to discuss our training needs, the response was very prompt; we didn't have any hassles in organising the training. We would definitely engage them again for future training of our staff.

Usha Singh, Priceline Pharmacy Cairnlea

LEADING PROVIDER REGIONAL & METRO

The value of membership

As a Pharmacy Guild member, you benefit from a range of services that save you time, money and effort. Membership pays for itself through the incalculable impact it has on improving a professional practice. In addition, it adds value through supporting the sector's goals.



Members pictured: Steve Barker and Michael Yazji, Woodend Pharmacy; Jenny Barca, Arndale Chemmart Pharmacy; Peter Haywood, Maryborough Pharmacy; Dimitra Tsucalas, Jane Mitchell and team at Ascot Vale Pharmacy; Janet and Terry Murphy, Stud Park Pharmacy.

I can never forget how the Guild stepped in and helped me out when my pharmacy banner group went into receivership overnight! It was an extremely stressful situation as most of our operations were handled by the head office – that no longer existed. I felt stranded and didn't know where to start. The Guild not only provided instant support over the phone they sent real people to assist me.

Jenny Barca, Arndale Chemmart Pharmacy, Croydon

Did you know
The Guild's Victorian office has 35 staff dedicated to supporting you. The Guild's specialists can help with the full scope of issues faced by community pharmacy, including workplace relations and professional services.

We need your help to keep doing this
Join today, so the Guild will be there for you when you need us.

Invaluable	Your membership gives strength to the Guild's negotiations with government at all levels to ensure the best outcomes for your business and the patients you serve
Invaluable	An extensive range of resources and industry experts are available to help members run their business proficiently. The support offered ranges from intricate issues relating to workplace relations through to industry updates and maintaining compliance with state or Commonwealth legislation and other regulations
Invaluable	Advance notice of PBS price changes enabling you to manage your stock effectively
Invaluable	Exclusive online members' content offers an extensive knowledge library with resources and guidance across a wide variety of disciplines
Invaluable	A unified and collective voice to share your support, network with peers, inform and influence the agenda and create change within the sector
Invaluable	Opportunity to have a say in the direction of your industry by participating in executive committees of the Guild.
\$ Value	Access to exclusive member discounts including commercial offers such as discounted utility costs
\$ Value	Industrial relations support – one-on-one advice for members together with access to templates, policies, fact sheets, wage sheets and discounts on fee-for-service industrial relations and workshops/training
\$ Value	The Guild team has the necessary knowledge and expertise to provide support and guidance to members around legislative requirements and guidelines
\$ Value	Discounted registration fee for the annual Australian Pharmacy Professional (APP) Conference
\$ Value	Access to special member-only rates for training your staff
\$ Value	Gold Cross Products and Services has negotiated a range of offers and savings for members including lease negotiations and car rentals
\$ Value	Access to special Guild member-only deals such as corporate rates for vehicle purchase
\$ Value	GuildCare allows pharmacies to enhance the quality of healthcare provided to patients and complies with the recording and reporting requirements
\$ Value	Quality Care Pharmacy Program – a quality assurance program for community pharmacy, providing state-based support and guidance on professional health services and pharmacy business operations

How we support our members

The Pharmacy Guild Australia, Victoria represents you at the highest level: public, private and third-sector representation.

It's scary to think of a scenario without having the Guild advocating on our behalf! Imagine having pharmacies in supermarkets, location rules dismantled, medications open to all ... total chaos! The pharmacy profession would be completely devalued without the Guild.

Brendon Moar, Corner Amcal Bairnsdale



My days are full running my pharmacy. It's great to know the Guild is out there battling for my future and me and working on the big picture. I simply don't have the time to think about that stuff, but I know it's really important for my business.

Sreedar Sreenivasan, Amcal Max Doncaster East



As a regional pharmacist, I sometimes feel isolated and unsure of how to address an issue. I simply ring the Guild for any pharmacy-related advice and speak to someone proficient in a respective field and receive current and credible information. I don't have to waste time and effort scanning through resources to find information.

Alan Pang, Lake Boga Pharmacy



At the Guild, we work every day to secure your future and the future of your pharmacy as the benefits of being a member.

Allan Crosthwaite, Branch Director, The Pharmacy Guild of Australia, Victoria

To find out information on Guild membership please contact the Membership Development Team, who would be delighted to hear from you.

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E membership@vic.guild.org.au



Your membership benefits
Your guild
Your future



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